Telford and Wrekin CCG
Two Year Operational plan
(based on the five year strategy)
The Values at the heart of the CCG, as outlined in our Constitution, are as follows:

- respect, dignity and compassion;
- to put patients and the public at the heart of commissioning in Telford and Wrekin
- allowing services to be personal and responsive to local need;
- to deliver effective planning for health services based on a true understanding of the population and their needs
- to maintain and improve the quality of health outcomes and the safety of services for patients;
- to ensure clinical engagement and the achievement of the Quality, Innovation, Productivity and Prevention;
- to ensure a partnership approach to health and social care e.g. through the Health and Wellbeing Board; and
- to work within the resources available
Strategic Themes, informed by JSNA & linked with Health & Well Being Strategy

- Quality, safety and clinical effectiveness
- Supporting independence and good mental health
- Support for carers & focus on Dementia and ASD
- Further reductions in teenage pregnancy, & smoking at delivery
- Maximum value is gained from every health pound spent
Local Context and Challenges

- CCG and Local Authority share the same boundaries and challenges, e.g. our young and older people populations are growing simultaneously
- Our Joint Strategic Needs Assessment identifies health inequalities between different communities and between men and women
- Acute service performance
- Long term clinical and financial sustainability of all current NHS providers.
To achieve a modern NHS there are interventions are based on two factors:

- NHS England’s aspirations (the 6C’s characteristics) Care, Compassion, Competence, Communication, Courage and Commitment
- CCGs - Care with Confidence approach
Inclusive and Equitable

2 year plan addresses:-

• Health inequalities
• Improving our focus on preventive solutions
• Self-managed and personalised care
• Changes to the way in which acute and community services are provided Including 7 day working
• Use of technology so people can be cared for in their own home
• Joint working with across the Local Health Economy
Two year plan - transformation

- Part of the wider strategic 5-year plan
- Transformation of whole health system
- Whole health economy approach
- Equality and inclusion factor
Whole System Thinking

• Engaging member GP practices; patients and partners
• Improved approach to winter (‘seasonal’) planning
• Project management across health economy
• Call to action and creation of Future Fit
• Focus on long term conditions; expansion of services; redesign of clinical pathways for disease; strengthening self-care
• Working in collaboration with the Local Health Economy
• Joint priorities with the Local Authority via the Health and Well being Board
Whole system transformation – adopting the 6 characteristics of a modern health and social care system

1. A completely new approach to ensuring that citizens are fully included in all aspects of service design and change and that patients are fully empowered in their own care.

2. Wider primary care, provided at scale

3. A modern model of integrated care

4. Access to the highest quality urgent and emergency care

5. A step change in the productivity of elective care

6. Specialist services concentrated in centres of excellence

Patient and professional navigation through 111 and single referral points
6 Characteristics of a high quality and sustainable system

- A completely new approach to ensuring that citizens are fully included in all aspects of service design and change and that patients are fully empowered in their own care.
- Wider primary care, provided at scale.
- A modern model of integrated care.
- Access to the highest quality urgent and emergency care.
- A step-change in the productivity of elective care.
- Specialised services concentrated in centres of excellence.
Everyone Counts – Local Priorities

Team around the Practice: Multi disciplinary Teams will identify patients with the most complex needs and ensure their care is planned and co-ordinated to avoid unplanned admissions.

Deliver the Better care Fund Plan: Two themes 1. enhancement of self care and community/voluntary sector engagement; 2. expansion of the Enablement Team and inclusion of strong medical leadership to ensure care closer to home is facilitated for frail elderly people.

Emergency Admissions in Children U19: as part of our wider strategic objective to reduce emergency admission rates for paediatrics overall by 15%
Must Do’s

- No never events
- 18 week Referral to Treatment, 4 Hour Accident & Emergency and all Cancer Targets will be achieved in 14/15
- No >12 hr post admission decision trolley waits
- No MRSA cases, and C-diff is below the LHE target
- Rigour in all aspects of contract monitoring,
- Collaborate with all partners
- Engage with patients and clinicians
- Provide sustainable solutions
Approach to Quality

• Refreshed our approach to quality
• Applying the 6C’s for a modern NHS (staff and providers)
• Enhance patient experience and choice
• Telford Referral and Quality Service (TRAQs) to monitor patient feedback and promote choice
• ‘Parity of esteem’ for mental health patients
• Service redesign for paediatrics
• Compliance to quality standards
• Evidence Based and benchmarking
Improving Performance

• 18 weeks Referral To Treatment (RTT)
• Cancer waiting times
• Remedial Action Plans
• Sourcing and procuring alternatives
• Area team involvement
• Collaboration across primary and specialised commissioning
Transformation schemes (1)

• 20% improvement in Productivity for planned care
• 15% reduction in unplanned care activity
• Enhance primary care to manage patients with the most complex needs and deliver more care closer to home
• Cross cutting programme to improve pathways for patients with respiratory, Cardio Vascular Diseases and Cancers.
Transformation schemes (2)

• Promote evidence based / cost effective prescribing across Primary Care and review prescribing within Secondary Care

• Review modernisation of Mental Health Services by improving community support – and agree next steps for better care and more efficiency
Based on Evidence

• Focus on; respiratory, cardiology and frail and complex care
• Commissioning for value packs
• Refine and review winter planning
• Based the 2 year plan on the 5 year strategy
• System vision using the 7 interventions
Summary of Key Interventions

• Self-Care
• Expand integrated Community Care by diverting capacity from the acute sector into community care
• Strengthen Primary Care
• Whole system approach to urgent and emergency care
• Mental health modernisation
• Formal Procurement for a number of services
• Improve quality of medicines management
Risk management

• Ensuring the quality of commissioned services so they achieve outcomes framework targets

• Delivery of Future Fit and ability to deliver safe sustainable services

• Delivery of Better Care Fund Plan within short timescale required
CCG Governance Structure

CCG Board

- Audit committee
- Performance, Productivity and Quality PPQ
- Patient Roundtable
- Other sub groups
- QIPP Sub group
Collaboration is key

Working together to achieve **whole system thinking** will be critical to the CCG achieving its two year plan as part of the five year strategy!
Where to find more information:

http://www.telfordccg.nhs.uk/strategies